

Claims

The claims pending in this case are listed below with appropriate status indication.

1. (Currently amended) A quality of service (QoS) implementation system ~~for a client requesting a communication session with an agent of a session host~~, comprising:

a control node ~~of the a session host connected~~ coupled to the system for receiving a session request ~~for the agent from the a client~~, and for soliciting client data information directly from the client, and for retrieving transaction history data associated with the request client from a data storage; and

——— a data storage system for storing client data;

a processor for ~~comparing solicited client data to stored client data and for applying a formula using the solicited and the retrieved information to determine a profit potential for the session requested~~, and for determining selecting a quality of service option from more than one available option based on the determined profit potential; and

——— ~~an option execution module for executing the selected quality of service option for application to the session~~;

~~characterized in that upon receiving a session request at the control node, the control node solicits data from the request and accesses the data storage system to compare the solicited data with data stored therein and wherein depending on the results of data comparison, determining at least an expectation of future profit as a result of the session excluding any impact from transport costs, a QoS level appropriate to the criteria governing the comparison is selected and executed for application applied to the granted session.~~

2 - 17. (Canceled)

18. (Currently amended) A method for prioritizing quality of service implementation ~~for communication sessions~~ within a data network comprising steps of:

~~(a) establishing more than one quality of service option for selection and implementation;~~

~~—— (b) establishing and maintaining a customer resource management database associated with clients expected to initiate sessions and containing transaction history data;~~

[[(c)]] receiving session requests at a control node coupled to the data network from [[the]] clients for communication sessions with agents of [[the]] a hosting entity for prioritized quality of service implementation at a control point;

[[(d)]] ~~(b) obtaining~~ soliciting client data provided directly by the client from the session requests;

(c) retrieving transaction history associated with the client from a data storage;

[[(e)]] ~~(d)~~ matching obtained client data and transaction history data to customer resource management data; and

[[(f)]] (e) providing a processor applying a formula using the data in step (d) for determining at least an expectation of future potential profit as a result of the sessions excluding any impact from transport costs from the results of the matched data in step (e) and implementing selecting the appropriate quality of service options for the sessions based on results of the data matching determination.